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Pomegranate

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Leading the way in emergency care through people

Emergency departments run by St John of God
Health Care have come out on top

Hospitality | Compassion | Respect | Justice | Excellence



ST JOHN OF GOD
Health Care

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On the cover: *The team at St John of God
Murdoch Hospital emergency department
is one of the the teams across the SJGHC
group leading the way in private emergency
care, pictured here are (l-r) Emergency
Director, Dr Paul Bailey, Registered Nurse,
Peta Cook and Nurse Unit Manager, Gail
Chambers.*

St John of God Health Care is a leading
Catholic health care provider in
Australia and New Zealand, with a
network that includes 23 facilities with
more than 3,000 hospital beds as well
as pathology, home nursing, disability
services and Social Outreach services
for people experiencing disadvantage.



GROUP UPDATE



A handwritten signature in black ink that reads 'MPS Stanford'.

Dr Michael Stanford
Group Chief Executive
Officer

I'm excited to introduce a refreshed Pomegranate, our quarterly publication that profiles how St John of God Health Care is delivering on its Mission as a well-established and respected leader in the Australian health care sector for the delivery of exceptional care.

We've introduced more feature articles so we can do greater justice to the expert views and news of our people and services because we are proud of our collective achievements.

We want to celebrate excellence and innovation, and those responsible for identifying new ways of doing things that will further enhance quality outcomes, and greater utilisation of our resources. In giving increased prominence to our stories we want to engage with a wider audience, many of whom will be critical partners in the delivery of our service today and for the future.

It is our hope that through telling our stories we will leave readers with a sense of our compassionate approach to care and justice and our Values as they are lived in practice.

In this issue we highlight excellence in the delivery of private emergency services and we welcome Group Director Nursing, Cynthia Dowell whose position representing nurses on our most senior executive team is unique to the health care industry in Australia. We take a look at how St John of God Midland Public Hospital has delivered to its community since its opening in November and profile our Midland Private Hospital which is providing choice in hospital care in Perth's east.

I'd like to acknowledge the inaugural Jennifer Stratton Scholarship winner, Jude Savy, a worthy recipient who embodies our Mission and Values over a 22 year career with us.

We have introduced new services, lifted our research endeavours and invested in new technology, all in response to meeting the community's need for health care. 🌱

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“We provide a front door to an excellent private hospital where patients can access world-class specialists in cardiology, orthopaedics, hand surgery and other excellent clinical services.”

Leading the way in emergency care through people

Emergency departments run by St John of God Health Care have come out on top in recent patient surveys conducted by renowned independent surveyor Press Ganey.

Group Chief Executive Officer, Dr Michael Stanford said the patient satisfaction survey findings were outstanding and a reflection of a high quality standard of care delivered consistently across the group.

St John of God Health Care runs three of the 63 emergency departments in Australia that participated in the survey.

St John of God Geelong Hospital had the highest patient satisfaction rating out of all the private and public hospitals in Australia surveyed.

In the private hospital category for emergency departments that see between 8,000 and 19,000 patients, St John of God Ballarat Hospital was second only to St John of God Geelong Hospital.

In the category for large private emergency departments, which see up to 18,000 patients each year, St John of God Murdoch Hospital ranked number one for the third year in a row.

St John of God Midland Public Hospital emergency department had not opened at the time the survey was conducted and Hawkesbury District Health Service had not yet joined the health care group.

St John of God Geelong Hospital Director of Emergency Medicine Dr Georgina Hayden said the recognition by patients was reward for the incredible efforts of many since opening the first private emergency department in the Victorian regional city only 18 months ago.

When asked “What makes an emergency department great,” Georgina and Nurse Unit Manager, Noel Ryan, were quick to recognise the people behind the service for their specialist skills, experience and for the respect that they show to each other.

“We work very hard to ensure that all staff; medical, nursing, clerical and patient service assistances are respected and valued for their input day to day and they respect each other,” Noel said.

“Individually they are respected for who they are and why they are with us and that’s reflected in how the patient’s have responded when surveyed – they value that.”

The demand for St John of God Geelong Hospital’s emergency department is growing, it saw 9,100 patients in its first year and expects to reach 10,500 this year.

“We have a good relationship with our local ambulance service and general practitioners are presenting us as an alternative emergency service to their patients,” Georgina said.

Noel said the opening of a private emergency department in Geelong has resulted in the number of patients presenting at the public emergency department plateau for the first time in more than 10 years, when previously it had been growing at 12 per cent every year.

St John of God Murdoch Hospital Emergency Director, Dr Paul Bailey, who has led the Murdoch emergency department in the three consecutive years that it's come out on top, concurred that people are the key to a great emergency service.

"What we've realised is that everyone plays their part and if only one of those roles is dysfunctional the whole thing can fall apart," Paul said.

"We all know each other by first names and like each other and that makes us an effective clinical team and feedback from our patients that they feel we are doing things well is validating what we are doing."

Paul said part of the Murdoch department's success was establishing a small number of clearly defined

goals rather than trying to fix multiple things at once, then doing their best to be all pulling in the same direction.

"We practice great medicine and give great clinical care. Included in that is providing short waiting times for patients, which on average at Murdoch is 35 minutes.

"And we provide a good environment – to work in and for our patients," Paul said.

St John of God Murdoch Hospital is firmly committed to providing a private emergency alternative to the public Fiona Stanley Hospital that opened alongside Murdoch Hospital last year as part of a growing health precinct to service the southern corridor of Perth.

"We provide a front door to an excellent private hospital where patients can access world-class specialists in cardiology, orthopaedics, hand surgery and other excellent clinical services."

St John of God Ballarat Hospital Director of Emergency Medicine Vince Russell said volunteers in the Ballarat department were making a positive impact in patient ease, staff had focused on improving patient flow and introducing enthusiastic interns added medical support.

"Fundamentally, our ethos here is fulfilling patient expectations that if you come here, you are seen quickly by someone highly experienced and the process from admission to discharge is relatively smooth sailing," Vince said.



New public emergency department

Since St John of God Midland Public Hospital opened its doors last November the emergency department has been the busiest area of the hospital.


In the first four months of operations, more than 20,000 people were seen at the new emergency department.

St John of God Midland Public Hospital Chief Executive Officer Dr Glen Power said since opening the emergency department has experienced

significantly more demand than what typically occurred at Swan District Hospital, the facility it replaced.

"Emergency staff are treating more urgent cases. This is in keeping with the expanded capacity of the new hospital in retaining a greater share of

the region's hospital activity," he said.

"The hospital is providing new and expanded services, as well as higher levels of care in many specialities, bringing care closer to home for residents of the East Metropolitan Region and Wheatbelt." 

The St John of God Midland Public Hospital emergency department has the capacity for

170-180
patients a day.

- It has a total of 48 assessment and treatment bays and space for about 30 seated patients in the non-complex area.
- There is a separate four-bay paediatric assessment unit for children and babies.

20%
of emergency patients
are children.

“We’ve put a lot of work into patient flow, getting patients into bed faster, and it’s working well.”

Pictured: Geelong patient
Allan Lambert.



The heart of emergency

Allan Lambert concedes he is very lucky to be alive today. One day in January he got out of bed with a sore back and a buzzing in his arm like someone was pushing on his funny bone.

Despite Allan’s assurances that he was okay, his wife Robyn, a nurse, insisted on taking him to hospital. As he walked along the corridor to the St John of God Geelong Hospital emergency department, Allan felt a lot worse. He did not make it to the door.

Three quarters of the way along the corridor, with his young family watching in horror, Allan’s heart stopped beating and he collapsed. He had suffered a massive heart attack.

Fortunately, the emergency department team were just a few paces from where he collapsed. They used a defibrillator to restart his heart and conducted CPR to keep him alive while he was prepared for surgery and the insertion of two stents to fix the 100 per cent blockage to his left ventricle.

Today life is almost back to normal for Allan – including being an active dad to son Kai and daughter Daisy and a vigorous participant in the Seido Karate Dojo he has been running for 20 years.

“I’m extremely grateful for the compassionate and expert care I received,” Allan said.

“Without it I wouldn’t be here today.”

For the St John of God Geelong Hospital emergency department, this is the greatest compliment – but it is not the only praise the department has received recently. The emergency department at St John of God Geelong Hospital was ranked number one by its patients in the latest Press Ganey patient satisfaction survey. 🍷

Head nurse takes her seat at the table

St John of God Health Care has a new nurse at the helm in Group Director Nursing, Cynthia Dowell. She's a big promoter of the profession and considers herself a voice for nurses at the executive table.

Cynthia is passionate about her new role and the role that each of the group's 6,000 plus nurses play in delivering contemporary nursing practice with the patient at the centre of it all.

"As a leader in nursing I want to ensure that every nurse is given every opportunity to give their very best and takes that to the patient's bedside," Cynthia said.

"Our nursing care should be evidence based, highly valued by all who are delivering it and our nurses must have the tools and skills necessary to deliver that care."

Cynthia said part of her job was to keep the Board and others in management aware of contemporary nursing practice and to promulgate the latest thinking through our hospitals and services.

"I will speak on behalf of nurses in all key business decision making."

"As a leader in nursing I want to ensure that every nurse is given every opportunity to give their very best and takes that to the patient's bedside,"

Pictured: New Group Director of Nursing, Cynthia Dowell is part of the senior executive team for the SJGHC group.

She said the fact that she is part of the group's senior executive team was evidence of the commitment by the organisation's leadership to the practice of nursing.

"Nurses are pivotal to ensuring patients have the best possible experience in each of our hospitals."

Cynthia worked her way up the ranks of nursing from in-hospital training as a registered nurse at Mercy Private Hospital in Melbourne. She went on to complete a Bachelor of Nursing at Royal Melbourne Institute of Technology and has more than 20 years of experience in healthcare.

Most recently with St Vincent's Hospital Melbourne, Cynthia was the Chief Nursing Officer and Executive Director of Surgery and Specialist services with responsibility for more than 2,000 nurses.

Cynthia has also held senior management roles in quality and risk and maintains a keen interest in continuous improvement and patient centred care.

"Nursing has afforded me some excellent opportunities and I strongly believe that the skills you develop in nursing can lead to whatever career opportunities a nurse may consider for themselves."

"My goal at St John of God Health Care is to lead a nursing culture that attracts and retains the best nurses, where nurses feel highly valued and integrated in the healthcare team.

"I want to be a part of something where our reputation is one of excellence for every patient, and their carers - every time."

As a nursing leader, Cynthia is committed to providing leadership that is inspiring, authentic, and contemporary so that all nurses can reach their full potential.

Cynthia speaks with passion and energy for the role of nursing and notes the increasing complexity in delivering nursing care as the population ages and the demands for health care increase.

"The individual partnership that nurses enter into in each patient encounter is incredibly special, incredibly dynamic and ever changing as hospitals get increasingly busier and patients are with us for shorter periods of time.

"Our job is to make sure that our nurses are free to be at the bedside with our patients. That our support processes and systems enable that to be the main focus of our nursing teams," Cynthia said.

In her early days on the new job Cynthia visited most of the hospitals and familiarised herself with the care delivered in each hospital every day.

"I've identified so many bright spots. There are some excellent programs in place around patient and staff experience.

"The culture that I have felt has been so welcoming and a reflection of the care that you can feel is provided to our patients. The commitment to our Mission and Values is palpable across the organisation."

Cynthia is keen to showcase excellent care both within and outside the organisation and to ensure nurses are rewarded and recognised for excellence.

She considers that best practice clinical care is underpinned by education and research and that St John of God Health Care has the capacity to inform nursing practice well beyond its own service offering.

"There is a great opportunity when we have 17 hospitals or 23 facilities to share our experience, expertise and knowledge and collaboratively we can inform nursing practice in Australia and worldwide." 🍷

Pictured: Cynthia leads the way as she chats to new graduate nurses at Mt Lawley two weeks into starting their careers at St John of God Health Care.



Pictured: Cynthia Dowell was enthralled by the demonstration of the new K2 foetal monitoring device by nurses on the Family Birthing Unit at St John of God Mt Lawley Hospital.



Ballarat theatre goes digital

St John of God Ballarat Hospital is the first hospital in Victoria to introduce the latest Olympus ENDOALPHA system, installing one of the high-tech digital systems in one of the operating theatres.

The new theatre technology helps improve efficiency and enhance patient outcomes for those undergoing laparoscopic surgery.

With ENDOALPHA, multiple pieces of surgical equipment are integrated into one fully integrated system and hooked up to a digital home screen, similar to that of a smart phone or tablet.

Through the screen, surgeons and nurses can setup the equipment for surgery, complete pre and post-surgery checklists, and simultaneously control and adjust multiple pieces of equipment, all at the tap of a screen.

Part of the new installation was a three dimensional laparoscopy tool, which gives surgeons, through the use of special glasses and a laparoscope with a flexible tip, the ability to view the surgical field in three-dimensional as opposed to the traditional two-dimensional view.

St John of God Ballarat Hospital Manager of Perioperative Services, Troy Tregilles said all the available new technology will help to improve safety and efficiency of surgical procedures.

“With the introduction of the ENDOALPHA system we’ve been able

to reduce the amount of equipment in the operating room, which in turn reduces the preparation time and the risk of infection,” Troy said

“For laparoscopic surgeons the new 3D laparoscopy system gives them a natural depth perception ability which is lost in two-dimensional view.

“Surgeons are able to work faster and with higher accuracy, which means less time in the operating room for the patient and better quality outcomes,” he said.

St John of God Ballarat Hospital Chief Executive Officer, Michael Krieg said the theatre team had looked for the latest state-of-the-art system that would best support medical staff to improve efficiency and patient outcomes.

Michael said the new system enhances the level of service provided by surgeons and improves the patient experience.

“Our hospital is now better equipped to give a higher level of clinical care to patients.”

The new equipment is part of an upgrade to the hospital’s theatres, which also includes new LED lights and monitor arms for screens, totalling more than \$1.2 million. 🙌



Pictured: Bariatric surgeon Mr David Deutscher and Olympus’ Daniel Hinch with the new 3D endoscopy system.

Subiaco shines in nursing excellence

Three caregivers from St John of God Subiaco Hospital are finalists in this year's WA Nursing and Midwifery Excellence Awards.

The awards are an annual event coordinated by the Western Australian Department of Health on behalf of all public, private and non-government health workplaces.

It recognises and celebrates exceptional nurses and midwives who have made an outstanding contribution to the nursing and midwifery professions in Western Australia.

Two of the nominees, Justin Dorigo and Ann Annetts, are clinical nurse specialists at Drug Alcohol and Withdrawal Network (DAWN), an outreach service run by St John of God Social Outreach from St John of God Subiaco Hospital.

Justin was nominated in the Excellence in Primary, Public and Community Care category for his expert alcohol and other drugs and mental health nursing skills, commitment to his job and colleagues and his tireless efforts to improve outcomes for clients accessing DAWN's services.



Pictured: Ann Annetts, Justin Dorigo and Jeannette Tai are finalists in the WA Nursing and Midwifery Excellence Awards.

Ann was nominated in the Consumer Appreciation category for the outstanding care she gave to a client and their family through DAWN.

Manager DAWN, Liz Wilson-Taylor said Justin and Ann were extremely deserving of their nominations.

"We are a close knit team at DAWN and we were all blown away to see both Justin and Ann make it through to the finals.

"There is some excellent nursing talent in Western Australia and we are extremely delighted to see them both acknowledged as outstanding in their fields," Liz said.

Clinical Equipment Coordinator and enrolled nurse, Jeanette Tai, is the other finalist, nominated in the Excellence in Enrolled Nursing category, for her genuine desire and drive to improve patient outcomes through management and promotion of the clinical equipment library. The clinical equipment library contains

specialised clinical equipment for use by all the wards in the hospital. Jeanette manages the library equipment 'check-out' system, its contents, training on equipment and organises maintenance.

Her manager, Catherine Bolam said Jeanette's efforts had significantly increased specialised clinical equipment use throughout the hospital, to the benefit of both caregivers and patients.

"Jeanette was instrumental in the setup of clinical equipment library, which previously the hospital never had, and has since kept it in order, maintained it, and she trains caregivers on the equipment.

"It has decreased frustration from caregivers as they know they can just call the library and find what they need in a timely manner and they know that the equipment will work when they go to use it." 🍷

Pathology CEO warns against removal of bulk bill incentive

The year 2000 is best remembered for the Sydney Olympic Games, the introduction of the GST and the 'Y2K bug' that never eventuated. 2000 is also now remembered by pathology providers as the beginning of a Federal Government freeze on pathology funding that has been punctuated by intermittent fee reductions despite significant increases in the consumer price index (CPI) over the past 15 years.

St John of God Pathology Chief Executive Officer, Michael Hogan said in the last decade, St John of God Pathology and other providers have worked hard to maximise efficiencies in their laboratories by adopting automated testing platforms and improving technology to replace manual tasks and create efficient workflows.

The effect of this has been to reduce the overall cost of testing despite rising labour and collection centres costs.

"With a decrease in funding and growth in costs by at least the amount of the CPI annually, revenue and costs have converged impacting profitability," Michael said.

"To put this in perspective, since 2000 average weekly earnings have increased by 90 per cent, the CPI went

up by 54 per cent while pathology rebates decreased by 12 per cent.

"The impact of the cuts, together with the government's failure to regulate skyrocketing collection centre rentals has meant that many smaller pathology providers have closed or been forced to consolidate."

That is why it was particularly concerning when, in December last year, the government announced its intention to remove the bulk bill incentive for pathology services and diagnostic imaging.

"A significant percentage of tests in Australia are performed by large international companies with local and overseas interests who have, until now, been better equipped to absorb the impact of these changes. It is local providers, such as St John of God Pathology, who will be hardest hit.

"Providers have little choice but to require patients to pay an out-of-pocket component for their testing to make up for the shortfall in funding," Michael said.

In February, Primary Healthcare, one of Australia's largest pathology providers, announced its intention to charge co-payments after it forecast that government cuts would have a \$50 million impact on its bottom line.

St John of God Pathology has similarly started to test the market by introducing a co-payment in selected geographic areas in March.

"For St John of God Pathology this is not about profitability, it's about long term sustainability and maintenance of service quality."

The impact of further funding cuts are dire for both patients and pathology providers.

While pathology is perceived as a behind closed doors medical service and has a relatively low public profile, it is a service on which patients and clinicians rely heavily.

“Pathology is often described as the cornerstone of modern medicine and is critical in the diagnosis and treatment of 70 per cent of general illness and 100 per cent of all cancer diagnoses.

“A pathologist is a highly qualified medical specialist who studies and trains to secure their medical qualification and then goes on to study for a further five years to specialise in pathology. They are supported by a network of highly qualified scientists and technical staff.

“Our pathologists are available every hour of every day to provide informed advice about a diverse range of patient treatments from cholesterol, to diabetes and to serious emergency interventions and cancer treatment.

“Invariably government cuts will have far reaching consequences. They will hurt patients, doctors, providers and further devalue the profession.” 🍷



“Pathology is often described as the cornerstone of modern medicine and is critical in the diagnosis and treatment of 70 per cent of general illness and 100 per cent of all cancer diagnoses.”

Pictured: St John of God Pathology Chief Executive Officer, Michael Hogan speaks out on the long term sustainability of the pathology industry.

Dietitians introduce standardised forms



The whole is greater than the sum of its parts Aristotle once said which has been validated by dietitians working together from 14 sites across St John of God Health Care.

Dietitians used their collective expertise to decipher some 100 individual forms that generate similar data to create 20 standard forms.

The forms have been validated by best practice standards and the practical application of being ‘user-focussed’ and are now being used consistently and effectively by all St John of God hospitals to deliver the best possible nutritional care to patients.

St John of God Subiaco Hospital Manager Dietetics and Social Work, Charlene Grosse led the charge for standardisation and best practice along with St John of God Bendigo Hospital dietitian, Ashlee Gervasoni.

Charlene said she was keen to join the throng of caregivers now involved in a bigger vision of standardisation that is delivering greater efficiencies and knowledge across the health care group.

“We started by seeking expressions of interest from the dietitians at each division about the forms we needed and then conducted a gap analysis,” Charlene explained.

“We identified all the information that was being captured on each form and came up with a draft template to work from.

Pictured: Accredited Practising Dietitian, Charlene Grosse has led the standardisation of forms in her specialist area to deliver efficiencies and best practice across SJGHC.

Dietitians used their collective expertise to decipher some 100 individual forms that generate similar data to create 20 standard forms.

“Importantly we had to remind ourselves of who was going to use this form so in most cases for us that was nurses on the wards.

“We then worked backwards by identifying what dietitians needed to know and how this could be simplified on the form to encourage nurses to capture that information in a user-friendly way,” Charlene said.

“If the form is in an easy to use format you are more likely to achieve accurate recording of data. This enables the dietitian to tailor the patient’s nutrition care plan specific to their clinical needs to assist with improved patient outcomes.”

The review of dietetics brochures is one of the first outcomes of the Health Record Forms Standardisation Project which is rationalising health record forms used across St John of God Health Care.

Standardisation will ensure all forms meet Australian standards and promote evidence-based best practice and apply any legal or other requirements.

Standardised forms are expected to provide a launching point for the implementation of a health record scanning solution and clinical information system. 🍷

BUILDING ON LESSONS LEARNT

As St John of God Health Care has built new hospitals and significantly expanded and renovated others in recent years, it has built up a knowledge-base that is now being brought together in a best practice guide to development.

After a period of intense building works the group is creating a blueprint for future capital developments.

Group Manager Property and Capital Developments, Dale Rakich said a standardised approach would significantly cut the cost and time it takes to get a new development from sign off through to delivering new health care services to the community.

Dale said the standards would be greatly informed by those who’ve recently been through capital developments, including caregivers who’ve been involved in designing the new St John of God Midland Public and Private Hospitals and expanding St John of God Murdoch and Geelong Hospitals, amongst others.

“As we build the new \$120 million St John of God Berwick Hospital, in partnership with Generation Healthcare, we are taking what we have already learnt, applying best practice principles and utilising the experience of our partners.

“This knowledge is being formalised into standards that will be ratified and available for future capital development project.

Dale highlighted the example of way-finding signage that is critical for patients, doctors and caregivers to quickly and safely navigate their way around a hospital.

“The successful way-finding signage installed in the new wing of Murdoch Hospital is now informing the Berwick Hospital build and simultaneously a standard guide has been developed.

“The next refurbishment or greenfield development won’t have to recreate the wheel as best practice standards that have already been ratified by the appropriate level of management will be in place.

“It’s peace of mind that we are delivering the best possible health care facility in which our caregivers and doctors can deliver the best possible care and we are doing it more efficiently and quickly.” 🍷

“It’s peace of mind that we are delivering the best possible health care facility in which our caregivers and doctors can deliver the best possible care and we are doing it more efficiently and quickly.”

Pain relief welcomed

Chronic pain sufferers living anywhere between Geelong and Adelaide are feeling some relief since rehabilitation physician, Dr Cristina Manu, took up the opportunity for a sea change and established the new Chronic Pain Rehabilitation Program at St John of God Warrnambool Hospital.

The new six week multidisciplinary program is the first to be offered in the south west Victorian region where until now people in chronic pain would have to make the trip to Geelong or Melbourne – a journey many couldn't make because of their debilitating condition.

According to Pain Australia, one in five Australians live in chronic pain and eight in 10 could manage their

pain better if they had access to a multidisciplinary program like that now available in Warrnambool.

“Most people have lost hope and yet there is hope, if eight in 10 can manage better after a program like ours, then it is worth a try,” Cristina said.

“Those suitable for the program have usually tried individual treatment options like physiotherapy, or they have had surgery or visited a

neurosurgeon and tried medication but their pain persists.

“They've been down the path of looking for a cure, they've found no cure and to come into our program they must be ready to accept that a self-managed multidisciplinary program can empower them to manage their pain,” Cristina said.

The specialist team delivering the program along with Cristina Manu, includes Physiotherapist Adrian Benson, Occupational Therapist Natalie Taylor and Psychologist Jodie Fleming. Other specialists are brought in according to the individual requirements of the program, like Dual Diagnosis Mental Health specialist Mark Powell.

The program starts with education so that participants gain an understanding of why they still hurt and then they are gradually exposed to movement and exercise in the hydrotherapy pool and gymnasium.

“Our clients often fear moving as they've been through a vicious cycle - doing a little bit of exercise, trying and then stopping again because of the pain.

WHAT IS CHRONIC PAIN?

- Chronic pain is pain lasting more than 12 weeks. Acute pain is a normal sensation that alerts us to possible injury, chronic pain is very different. Chronic pain persists – often for months or even longer.
- Chronic pain may arise from an injury, such as a back sprain, or there may be an ongoing cause, such as illness. There may also be no clear cause.
- Other health problems, such as fatigue, sleep disturbance, decreased appetite, and mood changes, often accompany chronic pain.
- Chronic pain may limit a person's movements, which can reduce flexibility, strength, and stamina. This difficulty in carrying out important and enjoyable activities can lead to disability and despair.

Source: National Institute of Health Medline Plus: 2011:Vol 6: No.1



Pictured: Dr Cristina Manu (Rehabilitation Physician), Mr Adrian Benson (Physiotherapist & Allied Health Coordinator), Ms Jodie Fleming (Psychologist) Mrs Natalie Taylor (Occupational Therapist).

“We encourage them to pace and plan their activity based on their individual needs. Movement is going to be necessary if they are going to get back to doing daily activities like preparing meals, getting back to work, going out with friends – things they’ve stopped doing because of the pain they are in.”

Arthritis and back problems associated with chronic pain are the most common causes for people of working age to drop out of the workforce. One in five people with pain or severe pain also suffer from depression or other mood disorder.

Children with chronic pain, estimated at 25 to 35 per cent of all children, can

drop out of school, withdraw socially and become isolated and they often fail to reach their potential.

Important to the Warnambool program’s approach is addressing the psychology of pain, and coaching is provided in mindfulness and relaxation to address fears, thoughts and attitudes towards pain.

“At the conclusion of the program participants have to apply their greater understanding of their pain and the management it requires,” Cristina said.

“They have strategies to manage on their own including what we call flare

up management. We liken pain to a storm – it will come but it will go and they learn to deal with that after participating in the program.

“They go away knowing they have the support available to them if they are facing hardship and have regular follow ups with the specialist team.”

The International Association for the Study of Pain has found that of all the approaches to the treatment of chronic pain an interdisciplinary approach has the strongest evidence for effectiveness, including cost-effectiveness, and lack of complications. 🍷

Social Outreach gold star for OHS excellence

St John of God Social Outreach has been recognised for their excellent occupational health and safety (OHS) system with a gold certification by WorkSafe WA.

Independent WorkSafe plan auditor, Mike Gray put forward the submission for certification after completing an audit of the division's WorkSafe plan late last year.

In the audit, Social Outreach achieved 100 per cent compliance in an audit of its OSH policies and practices for its Horizon Houses. It was also identified they have an extremely low lost time injury rate of zero per 100 employees over a three year period.

These results prompted Mike to submit an application for certification to recognise Social Outreach for their effective OSH management system which is supported by caregivers at all levels.

"There is a strong focus on implementing the system and on continual improvement, and I was able to see real evidence of a positive safety culture in action," Mike said.

The award was presented by WorkSafe WA Commissioner Lex McCulloch, who said they should be proud of their healthy safety culture.

"The fact that you have attained gold status at your first assessment indicates that the commitment to safety extends throughout the organisation.

"This is also reflected in your high scores for management commitment to a safe and healthy work environment and the management of hazards.

"I congratulate everyone involved and encourage you to continue to nurture the safety culture you have developed."

Social Outreach General Manager, Bev East said caregivers understand the importance of high OSH standards in the workplace and show genuine commitment to keeping themselves, other caregivers and the young people at Horizon House safe.

"What matters now is that we remain vigilant and maintain the culture we have developed around safety," Bev said.

"It's about staying mindful of every action, every day." 🙏



Pictured: WorkSafe WA Commissioner Lex McCulloch (centre) presents the gold certification to Social Outreach General Manager, Bev East; Group Director Corporate Services, Kevin Taylor; Social Outreach OHS Officer, Leisa Zilko and State Coordinator Youth Services West, Penny Bridges.

A private hospital choice in Midland

St John of God Midland Private Hospital has added a new dimension to hospital care for people living in Perth's eastern suburbs, the Hills and Wheatbelt.

Opened last November with the collocated St John of God Midland Public Hospital, Perth's newest private hospital provides state-of-the-art technology and range of high acuity services.

St John of God Midland Private and Public Hospitals Chief Executive Officer, Dr Glen Power said the new 60-bed private hospital provides a new level of choice to people with private health insurance in the area, including private specialist care and choice of doctor, minimal waiting times and a range of private treatment and procedure options.

"The new private hospital offers day and overnight hospital care in general medicine, general surgery, orthopaedics and many medical and surgical sub-specialties," he said.

"For private patients who are admitted through the public emergency department, the new private hospital provides the option of a different level of comfort and amenity supported by private health insurance.



Pictured: St John of God Midland Private Hospital is providing a choice for patients east of Perth.

"Collocation of the private hospital with the public hospital has been a strong element to attracting new medical consultants to the region."

The new hospital provides the same excellent care, services and standards associated with other St John of God Health Care facilities. 🍷

The new 60-bed private hospital provides a new level of choice to people with private health insurance in the area

NEW APPOINTMENTS



Dr Michael Levitt

Board Member
St John of God Health Care

The Trustees of SJGHC Care have appointed leading Western Australian colorectal surgeon, Dr Michael Levitt to the Board of SJGHC. Dr Levitt has been a member of clinical staff at our Subiaco Hospital since 1990, including Director of Medical Services for 8 years and Medical Advisory Committee for 13 years.



Mr Tony Howarth

Board Chairman
Catholic Health Australia

Catholic Health Australia (CHA), has appointed Tony Howarth to Board Chairman. Mr Howarth has been a member of the Board of SJGHC for 15 years, including 12 years as Chairman, and will provide CHA with many years of financial and senior-level governance experience, especially in the areas of Catholic health, aged and community care.



Mrs Rosemary Lloyd

Marketing Strategy Manager –
Eastern Hospitals

Rosemary Lloyd will work closely with the Eastern Hospitals, develop marketing and growth opportunities in their regions. Rosemary has held senior marketing roles for Zedmed Medical Software, Capital Radiology and MIA Radiology Victoria, and has worked in medical recruitment.



Mark Ayling

Chief Executive Officer, St John
of God Burwood Hospital

Mark Ayling's career focus has been in mental health and drug and alcohol services. His most recent role was clinical and corporate service improvement for Northern Sydney Local Health District. Prior to that he was the Director of Operations for North Shore Ryde Health Service.

Septic shock treatment examined

St John of God Murdoch Hospital Intensive Care Unit (ICU) is the second private hospital to participate in a global trial which aims to discover if patients with septic shock recover better with or without a low dosage of steroids.

Septic shock is the result of an infection, which triggers a complex response by the body. This causes a decrease in blood pressure and one or more organ systems to fail when blood supply to these organs is reduced.

Approximately one quarter of people who suffer septic shock that is not rapidly reversed will die.

Principal Investigator, Dr Adrian Regli says administering hydrocortisone is standard practice for septic shock but there is no agreement amongst doctors globally about whether it improves patient overall recovery and survival.

“Around 75 per cent of Australian Intensive Care Specialists prescribe hydrocortisone to modulate the inflammatory and cardiovascular response to overwhelming sepsis,” Adrian said.

“External corticosteroids clearly improve shock reversal, especially in relative adrenal insufficiency, however the effect on overall outcome is less clear.

“This study will allow doctors to make informed decisions about whether low dose steroid therapy is better for patients with septic shock in intensive care.”

The trial compares two standard treatments for patients with septic shock: a continuous infusion of hydrocortisone (200 mg) a day versus placebo for seven days or until discharged.

Critically ill patients in the ICU with low blood pressure due to septic shock are invited to take part in the trial. To date, 2200 out of 3800 patients have enrolled in the trial.

The study is being conducted in hospitals globally, is designed by the Australian and New Zealand Intensive Care Society (ANZICS) and funded by the National Health and Medical Research Council of Australia. 🌐

Oncology research focus at Subiaco

St John of God Subiaco Hospital is undertaking a number of groundbreaking oncology trials, as part of its focus on providing the latest treatments to Western Australians.

Director of Research, Dr Nik Zeps said the hospital is recruiting patients for 12 oncology trials that bring new drugs to patients currently unavailable on the market.

“Patients are very keen to be involved in oncology trials, which has led to the hospital recruiting more patients than any other facility in the world for two recently published studies,” he said.

“The hospital places great focus on research projects and clinical trials, as they are central to our ability to deliver the most effective, evidence-based care to patients.

Research is a key component of the hospital’s multidisciplinary approach to cancer care.

The hospital’s Bendat Family Comprehensive Cancer Centre provides a focal point for treatment and brings together clinicians from a range of disciplines, including specialist cancer surgeons, plastic surgeons, diagnostic radiologists and pathologists, medical oncologists, radiation oncologist, dedicated cancer care nurses, physiotherapists, psychologists and an extensive allied health care team.

As part of the hospital’s holistic approach, a cancer nurse practitioner works closely with the cancer care team to optimise care planning and



Pictured: Research and clinical trials are central to delivering the most effective, evidence-based care to patients.

symptom management for patients affected by the disease or treatment.

The hospital also provides genetic counselling and complementary therapies.

“The hospital has for many years invested in leading-edge robotic technology for urological and gynaecological cancer surgery to assist patient outcomes.”

“We are currently working on more than
50
cancer research projects.”

Building in Berwick

Construction of the new \$120 million St John of God Berwick Hospital officially began with a sod-turning ceremony at the site in January.

St John of God Health Care Group Chief Executive Officer Dr Michael Stanford, Generation Healthcare REIT Chief Executive Officer Mr Miles Wentworth, State Member for Gembrook Mr Brad Battin, Parliamentary Secretary to the Deputy Premier and State Labor Member for Narre Warren Judith Graley and St John of God Berwick Hospital Chief Executive Officer Lisa Norman broke ground together.

Clyde North Parish Priest, Father Denis O'Bryan EV blessed the construction site.

The new hospital, when it opens in 2017, will have 210 beds, eight operating theatres, a cardiac/vascular catheter laboratory, six birthing suites and 350 basement car parks. If demand warrants, there is the capacity to expand the hospital by four operating theatres and 106 beds.

The existing St John of God Berwick Hospital, located five minutes away from the new hospital, will be retained and upgraded, bringing the total project costs to \$150 million.

Lisa Norman said the turning of the sod was a significant milestone for the large and rapidly expanding communities of Casey and Cardinia.

"The new hospital, which is co-located with Monash Health's Casey Hospital, will form part of a major health

Midland Public Hospital's first quarter year



More than 50,000 patients have been treated by St John of God Midland Public Hospital since it opened its doors to the public on November 24, 2015.

Pictured: Delivering a chemotherapy service locally in Midland are Clinical Nurse Consultant Chemotherapy and Cancer Services, John McKenna and Critical Care and Chemotherapy Registered Nurse, Meagan Taylor with patient Marlies Smith.

precinct in Melbourne and take health care in the region to a new level.

“It will also create approximately 200 more jobs for hospital staff and require the services of more than 100 new doctors.

“We anticipate that when complete, both hospitals will play a vital role in providing health care services in eastern Victoria.”

The new hospital is jointly owned by St John of God Health Care and Generation Health Care REIT and will be operated by St John of God Health Care. 🍷

Pictured: Generation Healthcare REIT CEO Mr Miles Wentworth, Gembrook MP Brad Battin, Berwick Hospital CEO Lisa Norman, Narre Warren MP Judith Graley, St John of God Health Care GCEO Dr Michael Stanford and Hansen Yuncken Chairman David Beslich break ground at the site of the new hospital.



It will create approximately 200 more jobs for hospital staff and require the services of more than 100 new doctors

St John of God Midland Public Hospital Chief Executive Officer, Dr Glen Power said a steady stream of people have been admitted to the hospital since opening, including more than 20,000 people presenting and receiving medical care at the hospital’s emergency department and 10,000 inpatients.

“We are delighted to be assisting and caring for people in the area, after years of planning to ensure we provide high quality health care services delivered closer to home,” Glen said.

“With intensive care physicians commencing work this month in the 12-bed critical care unit, the hospital is expected to undertake higher acuity and complex clinical services than previously available in the area.”

Glen said in the first four months of operations, over 3,000 surgical procedures had been undertaken and more than 440 babies had been born at the hospital.

“We have received great feedback about our chemotherapy unit, which is a service that has not previously been available locally,” he said.

Western Australian Health Minister, Dr Kim Hames said the \$360.2million hospital was meeting a high level of patient demand.

“I am very pleased the St John of God Midland Public Hospital has achieved such good results in its first quarter. It is on track to manage an anticipated 60,000 emergency presentations, 102,000 outpatients and 29,000 inpatients in its first full year,” Dr Hames said.

Some of the services being provided include aged care, cancer care, cardiology, coronary care, emergency, general and subspecialty surgery, general and subspecialty medicine, gynaecology, haematology, maternity, mental health, orthopaedics, paediatrics, rehabilitation, stroke care and outpatient clinics.

St John of God Public Midland Hospital is part of the Bigger Picture Health \$7 billion hospital building and refurbishment program. It is jointly funded by State and Commonwealth Governments and operated by St John of God Health Care under a public private partnership. 🍷

Bendigo's heart of gold

The power of song was demonstrated by the caregivers of St John of God Bendigo Hospital when they celebrated 10 years under the banner of St John of God Health Care with a self-composed music video that went viral on social media.

Marking the decade with a song was the idea of Pastoral Care Manager, Evelyn Robertson that quickly gained traction amongst the Bendigo Hospital's close knit workforce.

"The song shows that at St John of God Bendigo Hospital we care about our patients and we like to have fun," summed up Rehabilitation Ward Clerk, Lynette Davis.

The outpouring of compassion resonated beyond the walls of the hospital and into the community of Bendigo and beyond when the video was shared online and had close to 10,000 views.

Bendigo Hospital's own music therapist, Astrid Notarangelo, involved staff in lyric writing workshops and then she wrote the accompanying music.

Local musicians were called on to provide sound and lead vocals and the hospital's choir, the Caregiver Chorus, was filmed in a Melbourne studio recording part of the song.

As the camera's rolled onsite at St John of God Bendigo Hospital, patients, volunteers, visitors as well as caregivers were pulled in to take their part.

St John of God Bendigo Hospital Chief Executive Officer, Darren Rogers said he was thrilled with the energy and enthusiasm of so many staff in making it happen.

"Our caregivers and volunteers are the heart and soul of this hospital and this was a way to give them a voice around what the hospital meant to them. It was a way to celebrate our 10 year birthday in a creative way." 🎵

Pictured: Caregivers poured their heart and soul into the creation of a music video to celebrate 10 years with SJGHC.





Pictured: Flash mob on St John of God Murdoch Hospital ward spreads joy.

Cancer centre flash mob

Music and dance sprinkled a little bit of magic dust on the St John of God Murdoch Hospital Cancer Centre last Christmas when the staff sprung a choreographed dance performance on their unsuspecting patients.

The Cancer Centre caregivers, pharmacy staff and clinical trial coordinators practiced their 'flash mob' performance daily in secret locations and used hospital equipment as props for special effect.

The joy spread beyond the cancer ward when a video of the flash mob performance was shared on social media and reached 77,467 people - at last count.

Nurse Manager, Marie Condon said it was a great privilege for her team to provide a high standard of care and they considered their patients and families part of their extended family.

"Our daily dance performances gave everyone a serious lift in morale and fun." 🍷

Go online to Vimeo and search SJGHC for the latest video clips from St John of God Health Care.

ABORIGINAL ART WELCOMES COMMUNITY

The corridors of St John of God Geraldton Hospital became a gallery for renowned aboriginal artist, Barbara Merret, in March and triggered important conversations between patients and their health care workers.

Geraldton Hospital's Director of Mission, Alison Dawson said the exhibition entitled Badimaya Nganangu Wagu 'My Home' was in response to research that has found that artwork encourages patients to open up.

She said, "It worked." We had patients talking about the artworks which importantly got them talking about other aspects of their hospital stay and their care.

From her own experience of caring for the local community, Alison said she'd found Aboriginal people in particular tended to be very visual people.

She said when an Aboriginal person comes into hospital for surgery they look for 'things' or signs of them being welcome.

"Having Barbara's art in the foyer has been a very welcoming sign."

An opening night for the 'My Home' exhibition saw many visitors to the hospital and throughout its running, school groups and others came to tour the exhibition.

Barbara said the exhibition had provided local community members with an opportunity to visit the hospital away from the normal circumstances of being a patient or a visitor. 🍷

Savy is scholarship winner

Learning System Administrator, Jude Savy, will spend two weeks abroad in September learning about St John of God Health Care's founding Sisters and patron saint.

Jude was announced the inaugural winner of the Jennifer Stratton Scholarship and will join a group of seven other caregivers on the St John of God Health Care pilgrimage to Spain and Ireland.

The scholarship gives one frontline caregiver the opportunity to participate in the St John of God Health Care Pilgrimage, which is normally only offered to senior executives, Board and Trustees.

On pilgrimage, participants spend a week in Granada, Spain before travelling to Dublin, Ireland.

Granada was where the group's patron saint, John of God, devoted his life to

helping the poor and sick. Wexford is where the founding Sisters of St John of God first began and from where the pioneer Sisters left for Australia.

Retired Group Director of Mission, Jennifer Stratton, after whom the award was named, presented the award to Jude on March 8 during St John of God Day celebrations.

When accepting the award, Jude said he was lost for words when he received the news that he had won the scholarship.

"It was my day off and when I first received the call I thought it had something to do with the new hospital in Hawkesbury... it's not every day that your Group Director of Mission calls you.

"It was a very nice surprise to find out I had been selected for the scholarship and I can't wait to embrace the experience when I go on pilgrimage.

"We've all heard the stories of St John of God and the Sisters and it's pretty special that I get to walk in their footsteps," Jude said.

The annual scholarship will be awarded to a long-serving caregiver who is recognised by their peers as living the Vision, Mission and Values of St John of God Health Care.

Jude began his career with St John of God Health Care 22 years ago as a registered nurse at St John of God Murdoch Hospital. He then moved into

Q&A

Linda McDermid

Pastoral Care Associate Intern,
St John of God Berwick Hospital
and Pinelodge Clinic



What is a CPE internship?

A Clinical Pastoral Education (CPE) internship is a two year program that provides formation and education opportunities to develop professional and competent pastoral practitioners.

In August 2014 I commenced an internship with St John of God Berwick Hospital and Pinelodge Clinic in Dandenong with rotations between each hospital allowing for on-the-job training. The internship program is a first for St John's at these two locations and a first for me.

What is the career path that led you to pastoral care?

With a background in nursing and many years in community palliative

care, I found I was drawn more and more to the pastoral side of my work. I often found myself sitting with those who struggled with the deeper issues of life and felt comfortable being a companion at these times. I began to 'hear' the invitation to pastoral care.

What experience have you gained as an intern?

The internship experience has allowed me to work three days a week, initially at Berwick with its comprehensive mix of medical, surgical, midwifery, oncology, palliative care and day ward. This was followed by a rotation at Pinelodge that specialises in mental health and drug and alcohol rehabilitation.



Pictured: Group Learning and Development Projects Officer, Teresa Iuliano; Group Manager Learning and Development, Kathryn Clews; Group Placement Coordinator, Lisa Faulds; Group LMS Administrator and scholarship winner, Jude Savvy; Online Learning and Development Coordinator, Juliet Keaton; Group Learning and Development Programs Coordinator, Deb Wild; and Group Director Workforce, Rita Maguire.

different roles including clinical nurse, clinical education facilitator, and in learning and development as the hospital programs coordinator.

Jude now works with the Group learning and development team as the learning management system administrator, where he manages the online education system and supports the Group learning and development team with the Diploma

of Management program.

Jude's manager, Group Manager Learning and Development, Kathryn Clews, said she was thrilled to learn that Jude had been selected as the scholarship recipient.

"Our whole team agreed that Jude should be nominated for the scholarship, and we worked on his nomination together while he was on leave.

"Jude truly embodies the mission, vision and values of the organisation, he lives them in his day-to-day interactions with everyone he meets.

"He shows true compassion and respect for everyone, which a lot of people can learn from, and for me, inspires me to be a better person.

"We are all ecstatic that he was selected." 🍷

Together these hospital environments have given me a breadth of experience that has been invaluable to my training.

What's your day to day on the job look like?

I visit patients, hear their stories, listen reflectively, and offer a compassionate presence. I am undergirded by the values of St John of God Health Care - Hospitality, Compassion, Respect, Justice and Excellence. These are the core that I consider a privilege to have behind me in my work.

What formal education requirements must you complete?

The formal and professionally recognised training is Clinical Pastoral

Education (CPE) and two units have been included within the internship. CPE is a 20 week intensive program with a small group of other pastoral care participants from various backgrounds.

During this time the group meets weekly for education and supervision including, reflection on one's work, journal writing, verbatims based on one on one patient contact and written spiritual reflections.

What have you taken from the 20-week intensive training program?

This time is an inner journey of deep listening and noticing. Noticing the cry of a patient's heart, noticing my own thoughts and feelings in relation to conversations with patients, and

noticing what I might have missed as I listen to my peers and supervisor.

How will the training inform your practice into the future?

CPE has been a growing experience for me, both an inner and outer journey, as I've learnt to really listen to a patient's heart, as well as my own; of learning to distinguish the difference between the patient's agenda and my own.

Every encounter is as unique as each person, and I see in my work an invitation to walk with someone as they seek to discover meaning, connections and purpose as I actively and intentionally seek to enable the person to find and fan their inner flame.





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